

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

**Patent Application**

Applicant(s): J.L. Hellerstein et al.  
Docket No.: YOR920010334US1  
Serial No.: 09/896,254  
Filing Date: June 29, 2001  
Group: 3692  
Examiner: Nga B. Nguyen

Title: Automated Service Level Management  
In Financial Terms

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AMENDMENT AND RESPONSE TO OFFICE ACTION

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the new, non-final Office Action dated October 16, 2008, Applicants present the following amendments and remarks for consideration: